

Appendix B-1A: Balance of State Contract 2011-2012 Secondary Performance Standards

Wisconsin Works (W-2) and Related Programs Contract For the period January 1, 2011 through December 31, 2012

All W-2 Contract Agencies are expected to provide high quality services that result in positive outcomes for the family receiving W-2. The Secondary Performance Standards are mainly comprised of process measures that, if met, should lead to positive outcomes in the Required Performance Standards.

The attached chart shows the Balance of State (BOS) Secondary Performance Standards which will be measured yearly for the period of January 1, 2011, through December 31, 2012. BOS W-2 Agencies are agencies that are outside of Milwaukee County and provide the full range of services under the W-2 and Related Programs Contract.

The Secondary Performance Standards use a rating scale which classifies BOS W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. Agencies are expected to meet the benchmarks indicated in the “exceed” and “satisfactory” levels on an annual basis.

Secondary Performance Standards are used as a monitoring tool for Contract Managers.

Performance Standard Time Frames

Performance Standards are measured according to the following time frames:

- Year-to-Date is cumulative beginning in January and ending at the end of the calendar year.
- During-the-Month is measured when the activity has been completed and documented within the individual standard specified time period for the W-2 placement.

Worker Error Adjustment

The adjustment process is not applicable to the Secondary Performance Standards.

Risk Protection Adjustment

The risk protection adjustment process is not applicable to the Secondary Performance Standards.

Master Scale

The master scale is not applicable in the Secondary Performance Standards. These standards will not be used to determine if an agency is awarded additional points in an agency's 2013 W-2 proposal.

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Performance Standard	2011-2012 Performance Measure	Measurement Scale
Retention Year-to-Date	<p>Retention measures the percentage of all unduplicated individuals who have an Entered Employment and remain employed for 2 months after the employment begin month.</p> <p><u>Numerator</u> All unduplicated individuals who have earnings recorded on the employment page in CARES Worker Web (CWW) that are equal to or greater than \$1 a month in each of the 2 months following the month of the Entered Employment.</p> <p><u>Denominator</u> All unduplicated individuals who have an Entered Employment recorded on WPEH in CARES that is expected to last 30 days or more.</p>	<p>There is no benchmark for the retention measure at this time.</p> <p>DCF will use the data collected in this standard to establish a benchmark for future contracts.</p>
Formal Assessments for W-2 T During-the-Month	<p>Formal Assessment measures the percentage of W-2 participants who, when placed in a W-2 Transitions (W-2 T) placement, have an initiated or completed formal assessment within 30 days of the W-2 T placement begin date.</p> <p><u>Numerator</u> Total number of W-2 T placements for which a formal assessment was initiated or completed with a successful completion code of A (successfully complete) or P (completed appropriate formal assessment within the prior 12 months) and documented within 30 calendar days of W-2 T placement beginning.</p> <p>The formal assessment codes are AODA Assessment (AA), Domestic Violence Assessment (AV), Disability Assessment (AD), Physician Assessment (AL), Mental Health Assessment (AM), as found on WPCH. Caring for Disabled Child (CD) will also be allowed to meet this standard.</p> <p><u>Denominator</u> Total number of W-2 T placements beginning during the year for all W-2 participants.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • Individuals with the same consecutive W-2 placements i.e., W-2 T placement ends on 6/30/11 and new W-2 T placement begins on 7/1/11, will be excluded. • Individuals who are referred or enrolled in W-2 contract agency for less than 30 days will be removed from the denominator. 	<p><u>Formal:</u> Exceed = 98% or higher</p> <p>Satisfactory = 94% to 97%</p> <p>Needs Improvement = 85% to 93%</p> <p>Fail or Zero Cases = below 85%</p>

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Performance Standard	2011-2012 Performance Measure	Measurement Scale
Barrier Screening Tool Year-to-Date	<p>Barrier Screening Tool (BST) standard measures the completion rate of all individuals required to be offered the BST during W-2 application period.</p> <p><u>Numerator</u> All W-2 participants who completed the BST within thirty (30) days of the W-2 request date.</p> <p>The number of participants who completed the BST does not include those participants who decline to complete the BST.</p> <p><u>Denominator</u> All W-2 applicants.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> Applicants who are applying for a Job Access Loan only and not a W-2 placement will be excluded from the denominator. <p>Note: Job Access Loan only applicants will be removed through the adjustment request process. The Department is exploring options for future automation of this exclusion.</p> <ul style="list-style-type: none"> Individuals disenrolled within 45 days from the request date, with no W-2 placement, will be excluded from the denominator. 	<p>Barrier Screening Tool</p> <p>Exceed = 60% or higher</p> <p>Satisfactory = 48% to 59%</p> <p>Needs Improvement = 38% to 47%</p> <p>Fail or Zero Cases = Below 38%</p>
Wage At Employment Year-to-Date	<p>Wage at Employment measures the percentage of all Entered Employment starting wages against the established average wage rate for the Contract Agency. Established wage rate will be determined using 2009 wage data.</p> <p><u>Numerator</u> All unduplicated individuals who have a starting wage from an Entered Employment that is equal to or greater than the average wage of the Contract Agency.</p> <p><u>Denominator</u> All unduplicated individuals who have an Entered Employment.</p>	<p>Wage At Employment</p> <p>Exceed = 60% or higher</p> <p>Satisfactory = 50% to 59%</p> <p>Needs Improvement = 40% to 49%</p> <p>Fail or Zero Cases = Below 40%</p>

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Performance Standard	2011-2012 Performance Measure	Measurement Scale
W-2 Initial Placement Year-to-Date	<p>W-2 Initial Placement measures the percentage of W-2 applicants* who request a W-2 placement, are found eligible and are placed in a W-2 placement no later than the 10th business day following the W-2 request date.</p> <p><u>Numerator</u> All W-2 applicants who are eligible for W-2 and who are placed no later than the 10th business day following the W-2 request date.</p> <p><u>Denominator</u> All W-2 applicants with a request for a W-2 placement who are eligible for W-2.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> Applicants who are applying for a Job Access Loan only and not a W-2 placement will be excluded from the denominator. <p>Note: Job Access Loan only applicants will be removed through the adjustment request process. The Department is exploring options for future automation of this exclusion.</p> <p>* Applicants are defined as any person who has not been in a W-2 placement for greater than 30 days.</p>	W-2 Initial Placement Exceed = 80% or higher Satisfactory = 70% to 79% Needs Improvement = 60% to 69% Fail or Zero Cases = below 60%
Bridge to Caretaker Supplement Program Year-to-Date	<p>Bridge to Caretaker Supplement Program measures the percentage of individuals who obtain SSI and completed a Caretaker Supplement application.</p> <p><u>Numerator</u> All those in the denominator who have a completed Caretaker Supplement application within 30 days of the SSI approval.</p> <p><u>Denominator</u> The denominator is equal to the numerator of the SSI/SSDI Receipt Required Performance measure. (See Appendix B-1)</p> <p>Exclusions:</p> <ul style="list-style-type: none"> W-2 groups with all minor children receiving SSI/SSDI as of SSI approval date. W-2 groups with adults only receiving SSDI as of SSDI approval date. 	SSI Caretaker Supplement Program Exceed = 90% or higher Satisfactory = 81% to 89% Needs Improvement = 75% to 80% Fail or Zero Cases = below 75%

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Transition Plan Year-to-Date	<p>Transition Plan measures the percentage of W-2 participants who obtain SSI while enrolled in W-2 agency and complete the Transition Plan within 90 days prior to W-2 eligibility ending.</p> <p><u>Numerator</u> All those in the denominator who have a completed Transition Plan within 90 days prior to W-2 eligibility ending.</p> <p><u>Denominator</u> Equal to the numerator of the SSI/SSDI Receipt Required Performance standard.</p>	<p>Transition Plan</p> <p>Exceed = 90% or higher</p> <p>Satisfactory = 81% to 89%</p> <p>Needs Improvement = 75% to 80%</p> <p>Fail or Zero Cases = below 75%</p>

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W-2 AGENCY	W-2 Average Wage*	W-2 AGENCY	W-2 Average Wage*
BAYFIELD	\$7.25	RACINE	\$9.15
BURNETT	\$7.25	ROCK	\$8.11
CRAWFORD	\$7.25	TAYLOR	\$7.25
DOOR	\$7.25	WINNEBAGO	\$8.82
DUNN	\$9.45	SW CONSORTIUM	\$8.98
EAU CLAIRE	\$8.37	CAPITAL CONSORTIUM	\$9.18
FOND DU LAC	\$7.99	PAW CONSORTIUM	\$8.27
GREEN LAKE	\$7.25	FORWARD SERVICE CONSORTIUM	\$9.05
IRON	\$7.38	ARBOR – WAUK/OZAU/WASH CONSORTIUM	\$8.66
JEFFERSON	\$7.75	ASHLAND/PRICE CONSORTIUM	\$7.25
KAISER-WALWORTH	\$8.07	LAKESHORE CONSORTIUM	\$8.43
KENOSHA	\$9.04	WRI – BARRON/CHIPPEWA	\$8.96
LA CROSSE	\$8.32	WAUPACA	\$8.13
OCONTO	\$7.25	WORKFORCE CONNECTION INC.	\$8.90
PEPIN	\$7.25	COSORTIUM	
POLK	\$9.00	OUTAGAMIE/CALUMET CONSORT	\$9.19

***NOTE: Average Hourly Wage was calculated from EE's reported in 2009 for W-2 participants who were paid at least the state minimum hourly wage. The highest wage is removed from the calculation.**